FY 2013 VA Supplier Relationship Management
Quarterly Webinar

May 1, 2013

VA Office of Acquisition and Logistics Webinar Welcome/Agenda

2:30-2:45 PM	**OPENING REMARKS:** **Current State of Supplier Relationship Management Initiatives** • Results from 2Q FY 2013 VA Supplier Perception Survey • Update on VA Industry Advisory Group activities	**Mr. Jan R. Frye** Deputy Assistant Secretary Office of Acquisition and Logistics **Mr. Thomas A. Burgess** Associate Deputy Assistant Secretary Office of Logistics and Supply Chain Management
2:45-2:55 PM	**Role of the Strategic Acquisition Center**	**Ms. Iris B. Cooper** Executive Director Office of Acquisition Operations
2:55-3:05 PM	**Small and Veteran Business Program Update** • Small and Veteran Business Conference update • FY 2013 progress on meeting small business and socioeconomic contracting thresholds	**Mr. Tom Leney** Executive Director Small and Veteran Business Programs
3:05-3:40 PM	**Question and Answer Session** Open to all Participants	**Mr. Thomas A. Burgess** **Ms. Iris. B. Cooper** **Mr. Jan R. Frye** **Mr. C. Ford Heard** **Mr. Tom Leney**
3:40-3:45 PM	**Closing Remarks**	**Mr. Jan R. Frye**

Updates on the
SUPPLIER RELATIONSHIP MANAGEMENT INITIATIVE

Mr. Jan R. Frye
Deputy Assistant Secretary
Office of Acquisition and Logistics

Mr. Thomas A. Burgess
Associate Deputy Assistant Secretary
Office of Logistics and Supply Chain Management

VA Supplier Relationship Management (SRM) Introduction

- Under direction from Deputy Secretary W. Scott Gould, the SRM Initiative was launched in 2009.

- Formal effort to gather input from VA suppliers and internal customers on how to improve the acquisition process.

- As VA procurement spend totals nearly $25 billion worth of products and services in support of Veterans each year, including funding for the largest integrated health system in the United States, VA needs to improve
  - Contracting processes;
  - Provide training to ensure a professional acquisition workforce; and
  - Develop information technology (IT) solutions to effectively standardize and promote collaborative acquisition relations throughout the Department.

Second Quarter Fiscal Year 2013

Supplier Perception Survey Results
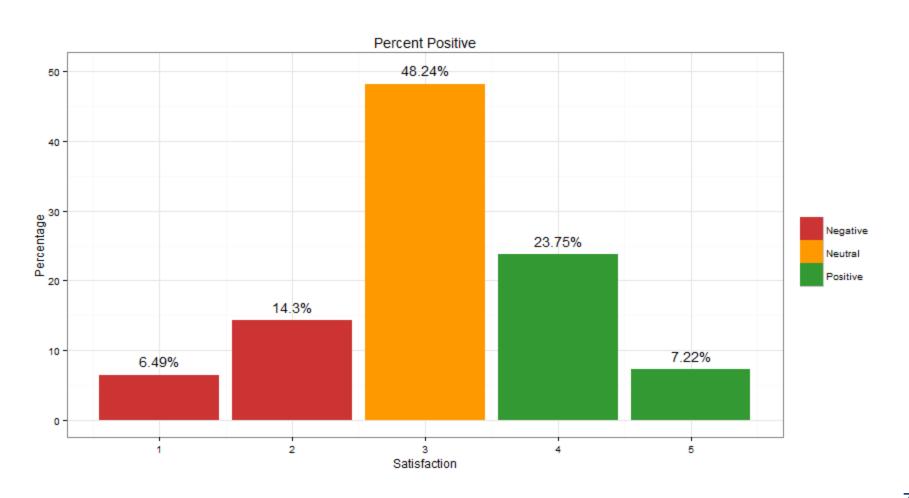
Q2 FY 2013 Supplier Perception Survey

- The Supplier Perception Survey measures the level of satisfaction that suppliers express with the VA contracting process.

- In the 2012 Q4 Supplier Perception Survey, VA scored a 3.09 on a 1 to 5 Likert scale in total satisfaction.

- This is up from 3.0 in the baseline survey but down slightly from 3.16 in the previous iteration of the survey.

The results of this iteration of the survey suggest:

- Policy initiatives (assessing contract renewals, assessing interactions with FSSI, assessing lowest cost vs. best value, etc.) need to be communicated consistently across the Department in order to stabilize satisfaction.

- Additional outreach is needed to the service-disabled Veteran-owned small business (SDVOSB) community.

Percent Positive/Neutral/Negative

The results of the Supplier Perception Survey are also summarized using a percent positive measure.

Percent Positive

Baseline, Previous, Current – Question Comparison

Changes in a representative set of the 32 questions on the Supplier Perception Survey. These changes show the improvement since the baseline survey, but a drop from the previous survey to the current.

VA's ability to present "one face" in your dealings across multiple functions.	Baseline	2.75
	Q4 2012	3.02
	Q2 2013	2.92

Timeliness of VA's Communications.	Baseline	2.88
	Q4 2012	3.12
	Q2 2013	3.06

VA's Overall Procurement Process.	Baseline	2.81
	Q4 2012	3.04
	Q2 2013	2.95

Effectiveness of VA's written technical requirements in developing the required solution.	Baseline	2.89
	Q4 2012	3.09
	Q2 2013	3.03

VA's processes to allow you to provide Best Value	Baseline	2.86
	Q4 2012	3.05
	Q2 2013	2.97

VA's Procurement Competence.	Baseline	2.92
	Q4 2012	3.12
	Q2 2013	3.05

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Conclusion and Next Steps

The overwhelming number of open ended comments received suggests that suppliers are eager to supply additional and more specific feedback.

Major Themes:

Several themes emerge across multiple groups of comments, these represent common issues among many suppliers:

- Support for specific elements within VA while observing frustration with other elements. Observations that depending on who you are working with your interaction with VA can be dramatically different.
- Strong support for VA's mission and overwhelming support for Veterans.
- Frustration at the lack of visibility into the contracting process including the communication of basic status updates.
- Frustration at the communication of technical requirements in the bidding process. For example, the requirements for advanced medical equipment or design details in large scale construction.

- The drop in total satisfaction from the previous survey is taken seriously and discussions about possible policy improvements and implementations are currently underway.

- The next iteration of the survey will be designed to test the impact of these specific improvements.

VA Industry Advisory Group Update

- Independent group coordinated through The Ambit Group and North Carolina State University's Poole College of Management.

- 23 Suppliers with active VA work in construction, manufacturing, IT, medical supplies & products, healthcare services, management consulting, insurance, and pharmaceuticals.

- All volunteer organization

- The VA Industry Advisory Group meets quarterly to discuss best practices and share structured suggestions with VA Acquisition Leadership.

Focus areas:

- Improve the relationship between VA and its suppliers

- Create and present Discussion Papers

- Since the last Webinar, the SDVOSB Subcommittee has met with Mr. Tom Leney of OSDBU twice to discuss recommendations on Sole Source and field level training for Veteran-owned small businesses (VOSB) and SDVOSBs.

VA Industry Advisory Group Update Commodity Breakdown

- After the Webinar held in February 2013, we received a number of applications for membership to the IAG, for which we thank you all.

- As a result, three new members were inducted to the IAG.

- We'd like to note that the IAG looks for commodity areas lacking representation in the group. You can see to the right, which areas are in need of additional representation.

- If interested, please email VASupplierManagementFeedback@va.gov for an application.

Industry	IAG Representation
Management Consulting Services	2
Medical/ Surgical/Dental supplies and devices	7
Construction/Design/A&E	7
IT Consulting	2
Electrical products and services	1
Pharmaceuticals	1
Healthcare Staffing	1
Insurance/Claim Management/ Risk Management	2

Supplier Relationship Management Feedback

The key to success for us will be continued engagement with you, our suppliers.

Please reach out to us with any acquisitions questions or concerns at VASupplierManagementFeedback@va.gov .

Office of Acquisition Operations
STRATEGIC ACQUISITION CENTER

Ms. Iris B. Cooper
Executive Director
Office of Acquisition Operations
Department of Veterans Affairs

Office of Acquisition Operations

- Technology Acquisition Center (TAC), Eatontown, NJ
    - Supports Office of Information Technology (OIT) for acquisitions >$150,000
    - Strategically sourced Information Technology (IT) contracts
    - IT-centric Interagency Agreements (IAA)
    - Supports all IT requirements for VA's Major Initiatives
- Strategic Acquisition Center (SAC), Fredericksburg, VA
    - Strategically sourced /enterprise-wide non-IT contracts
    - Created as part of the Acquisition Transformation
        - SAC-F (Frederick, MD)
            - Supports major Veterans Benefits Administration requirements
            - Supports major Human Resources & Administration and Human Capital Investment Plan requirements
            - All non-IT IAAs
            - Major customers include also VA Central Office organizations such as Office of Policy and Planning, Office of Congressional Legislative Affairs, and OSDBU
        - Acquisition Business Service, DC
            - Supports VACO legacy contracts
            - Manages contract closeout
            - Simplified Acquisitions

Strategic Acquisition Center Organization

- Office of Acquisition Operations
  - Iris Cooper, Executive Director

- Strategic Acquisition Center
  - Phyllis Bower, Associate Executive Director
  - E.G. Primus, Deputy Associate Executive Director

- Technology Acquisition Center
  - Wendy McCutcheon, Associate Executive Director
  - Michele Foster, Deputy Associate Executive Director

Strategic Acquisition Center

- Located in Fredericksburg, VA

- 79 of 156 authorized Full-time Equivalents are on board

- Mission:

  - Execute non-IT strategically sourced/enterprise-wide contracts

- Basis for Strategic Sourcing Decisions:

  - Business case analysis/spend data
  - Customer priorities

- FY13

- Managing enterprise-type/national contracts to include:
  - Interment Flags
  - Event Support Services
  - Administrative and Facilitation Support Services

- Anticipate award in FY 13 for the following commodities:
  - Suture and Wound Closures
  - Vital Signs
  - Pulse Oximeters
  - EP Catheters
  - Endoscopes
  - Urinary Catheters
  - Electrocautery

- TAC (IT)
  - Advanced Planning Briefing to Industry
  - June 19, 2013, Eatontown, NJ

- SAC (Non-IT)
  - Advanced Planning Briefing to Industry
  - Date/location TBD

Small & Veteran Business
PROGRAM UPDATE

Mr. Tom Leney
Executive Director
Small and Veteran Business Programs

Creating Opportunities for Small Business

- ## Verification Assistance

- ## Direct Connect

  - Opportunity Showcases

  - National Veterans Conference

Small Business Goal Accomplishments

	Federal Goal	VA Goal	VA percentage		VA dollars (billions)	
			2012	**2013** (Through 4/12/13)	**2012** (Full Year)	**2013** (Through 4/12/13)
All Small Business	23%	34%	35.0%	32.4%	$6.1	$2.3
SDVOSB	3%	10%	19.2%	17.8%	$3.4	$1.3
VOSB	N/A	12%	21.8%	20.1%	$3.8	$1.4
Small Disadvantaged Business (SDB) -includes 8(a)	5%	5%	7.9%	7.0%	$1.4	$0.5
Women-Owned Small Business (WOSB)	5%	5%	3.3%	3.2%	$0.6	$0.2
Historically Underutilized Business Zone (HUBZone)	3%	3%	1.7%	1.4%	$0.3	$0.1

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National Veterans Conference

WHO: VOSBs, Large Prime Contractors, Government Procurement Decision Makers (PDM), Commercial PDMs

WHEN: August 6-8, 2013

WHERE: St. Louis, MO

Objectives:

- Provide opportunities to build capacity by receiving training from Subject Matter Experts.
- Create opportunities to connect directly with Government PDMs and potential business partners.

Nationalveteransconference.com

Advantages of NVC Participation

- Build and expand business capacity and opportunities within the Federal Government

- Obtain direct access to VA PDMs

- Attend training sessions to promote procurement readiness

- Identify business requirements of potential customers

- Engage in networking opportunities with potential business partners

- Discuss capabilities and experience directly with PDMs

- Meet Commercial Buyers

For more information

please visit:

http://www.va.gov/osdbu

Question & Answer
SESSION

Mr. Thomas A. Burgess
Associate Deputy Assistant Secretary
Office of Logistics and Supply Chain Management
Ms. Iris Cooper
Executive Director
Office of Acquisition Operations
Mr. Jan R. Frye
Deputy Assistant Secretary
Office of Acquisition and Logistics
Mr. C. Ford Heard
Associate Deputy Assistant Secretary
Office of Procurement Policy, Systems and
Oversight Management
Mr. Tom Leney
Executive Director
Small and Veteran Business Programs

Closing Remarks

Mr. Jan Frye
Deputy Assistant Secretary
Office of Acquisition and Logistics